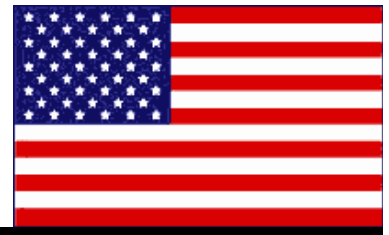




PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

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| 1. <u>Announcement Number</u> MP-09-0247-RB | 2. <u>Title, Series, Grade, Salary</u> Program Support Assistant (080150) GS-303-6 \$36,063 to \$46,880 per annum (Based on full-time employment) | 3. <u>Tour of Duty</u> Days M-F | 4. <u>Duty Station</u> Primary Care Department, Portland Division |
| 5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time positions | 6. <u>Contact</u> Human Resources Assistant 503-273-5236 | 7. <u>Opening Date</u> 06/11/2009 | 8. <u>Closing Date</u> 07/02/2009 |

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees and permanent Title 38 Hybrid employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

MAJOR DUTIES:

- The incumbent will serve as a Program Support Assistant to the Lead Care Coordinator for Health staff of the Care Coordination Home Telehealth (DDHT) Program.
- Incumbent manages data for the CCHT program.
- Responsible for being the point of contact for patients, medical center staff, VISN staff, community agencies and various others whom contact the office.
- Assists with future proposals and projects that are implemented.
- Responsible for collecting, compiling and/or tracking statistical information in support of program operations and to access status or outcomes in relation to established performance measures, goals, and objectives.
- Receives and processes documents and reports in accordance with established performance measures, goals, and objectives.
- Receives and processes documents and reports in accordance with established procedures
- Uses software applications to draw information from a wide variety of sources in order to prepare reports.
- Assists in planning, reviewing, and reporting of data/statistical results of program studies.
- Implements nationally standardized protocols for incoming data.
- Responsible for ensuring that all staff members are aware of the current DSS codes for CCHT and names of clinics utilized by the program.
- Utilizes statistical data to compile a monthly workload report for all program staff.
- Participates in performance improvement activities related to the administrative, clinical, and technical aspects of the CCHT to the VISN Network Office.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-679 series, Clerical and Administrative Support Positions applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: One (1) year of experience that equipped the applicant with the particular knowledge, skills, and abilities(KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level (GS-5). Specialized experience includes, but is not limited to, work as a office clerk, program assistant, secretary, executive assistant or similar position in a medical center, hospital or clinic. Duties may have included coordinating leave schedules of staff, organizing meetings, taking minutes, filing, faxing, copying, and mailing correspondence, coordinating coverage by staff availability, answering a multi-line phone, and providing customer service both in person and over the phone.

Substitution of Education for Experience: Not applicable.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to

(Continued on next page)

rating factors will result in applicant not being referred for the position:

1. Knowledge of the broad range of patient care and administrative services at a hospital in order to plan, implement, carry out, and advise on various activities relative to delivery of patient care in the hospital and outpatient arenas. Ability to multitask, coordinate resources, manage deadlines and work independently in a responsible and professional manner.
2. Demonstrates competency and efficiency in data collection
3. Expert in the application of utilizing Microsoft Office Suite software to include Word, Excel, PowerPoint, Outlook; creation of spreadsheets, documents, brochures/pamphlets, correspondence.
4. Comprehensive knowledge of healthcare capacity and demand, benchmarking criteria, Joint Commission (JC) standards and regulations as well as Office of Care Coordination requirements.
5. Ability to communicate verbally and in writing with a variety of people from different backgrounds and different levels of understanding. This may include clerical, technical, administrative, and professional (medical and non-medical) people at all levels in the agency.

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (optional but recommended.)
4. Optional (Recommended) MPQ – Merit Promotion Questionnaire or Resume with most current relevant experience/education.

All application packets must be received in Human Resources by Close of Business (COB) on 07/02/2009 .

Application forms may be obtained in Human Resources Office or on our external website

<http://www.visn20.med.va.gov/Portland/mc/hr>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn:MP-09-0247-RB

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be

filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.

- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**